



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending June 30, 2006**

| <b>Out of Service More Than 24 Hours</b>   | <b>April</b> | <b>June</b> | <b>June</b> | <b>Totals</b> |
|--|--------------|-------------|-------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$1,653.00   | \$1,924.00  | \$2,089.00  | \$5,666.00    |
| B. Number of credits issued for repairs - 24 - 48 hours                                    | 65           | 66          | 81          | 212           |
| C. Number of credits issued for repairs - 48 - 72 hours                                    | 38           | 42          | 52          | 132           |
| D. Number of credits issued for repairs - 72 - 96 hours                                    | 23           | 19          | 35          | 77            |
| E. Number of credits issued for repairs - 96 - 120 hours                                   | 15           | 20          | 14          | 49            |
| F. Number of credits issued for repairs > 120 hours  | 55           | 8           | 9           | 72            |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 244          | 228         | 359         | 831           |
| H. Number of customers receiving alternate phone service rather than receiving a credit    | 0            | 0           | 0           | 0             |

| <b>Failure to Install Basic Local Exchange Service</b>                                     | <b>April</b> | <b>June</b> | <b>June</b> | <b>Totals</b> |
|--|--------------|-------------|-------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$0.00       | \$0.00      | \$0.00      | \$0.00        |
| B. Number of installations after 5 business days   | 13           | 8           | 12          | 33            |
| C. Number of installations after 10 business days  | 3            | 5           | 3           | 11            |
| D. Number of installations after 11 business days  | 3            | 5           | 3           | 11            |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0            | 1           | 0           | 1             |
| F. Number of customers receiving alternate phone service rather than receiving a credit    | 0            | 0           | 0           | 0             |

| <b>Missed Appointments</b>   | <b>April</b> | <b>June</b> | <b>June</b> | <b>Totals</b> |
|--|--------------|-------------|-------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$200.00     | \$300.00    | \$350.00    | \$850.00      |
| B. Number of customers receiving credits   | 4            | 6           | 7           | 17            |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 45           | 88          | 118         | 251           |

**Comments**